

Steering Committee and Working Groups set up for the purpose by the Planning Commission.

(d) As per two most recent quinquennial rounds of Surveys of National Sample Survey Organization (NSSO) on employment and unemployment, employment opportunities on Usual Principal Status (UPS) basis have increased from 367.37 million in 1999-2000 (55th round) to 421.21 million in 2004-05 (61st round). Therefore employment opportunities over the five year period have increased 53.84 million. This shows that on an average 10.77 million persons annually have been provided with employment during 2000 to 2005.

Stringent quality norms for operators

***38. SHRI NANDI YELLAIAH:** Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Telecommunication Regulatory Authority of India has set some stringent quality norms for operators of broadband internet services in the country;
- (b) if so, the complete details thereof; and
- (c) the details of the measures taken to ensure prompt attending of complaint by the operators?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN): (a) and (b) Yes, Sir. Telecommunication Regulatory Authority of India (TRAI) has issued 'Quality of Service of Broadband Service Regulations 2006' on 6th October, 2006. Through these Regulations TRAI has prescribed the Quality of Service (QoS) norms to be achieved by Broadband Service Providers. These Regulations will come into force with effect from 1st January, 2007.

The benchmarks set by TRAI in these regulations for the Quality of Service parameters for Broadband service include Service Provisioning/ Activation Time, Fault Repair/Restoration Time, Billing Performance, Response time to the customer for assistance, Bandwidth Utilization/ Throughput, Service Availability/Uptime (for all users), Packet Loss, Network Latency and Customer perception of Services.

- (c) For ensuring prompt attending of complaint by the operators, instructions have been issued to all the Access Service Providers directing

them to set up a Consumer Grievances Redressal Mechanism at the following levels:

- (i) Call Centre level.
- (ii) An Appellate authority within the Company.

All the Access Service Providers have also been directed to publicise about their redressal mechanism on regular basis through various advertising means or through telephone bills sent to the subscribers.

Ban on late night electronic media show

†*39. SHRI BANWARI LAL KANCHHAL: Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- (a) whether the common people are getting accustomed to sleep late due to 24 hour telecast by electronic media, resulting in adverse effect on the health of the common men;
- (b) whether Government would consider banning the electronic media after 11 p.m.;
- (c) if so, by when; and
- (d) if not, the reasons therefor?

THE MINISTER OF INFORMATION AND BROADCASTING (SHRI PRIYARANJAN DASMUNSI): (a) No such study has been brought to the notice of the Government.

(b) No, Sir. There is no proposal to ban telecast of electronic media after 11.00 p.m.

(c) Does not arise.

(d) The Government have given permission to the electronic media to telecast programmes without any such restriction of time limit. It is left to the viewers not to watch TV programmes after 11 p.m. if they so desire.

Regulatory framework for Infrastructure sector

***40. SHRI SANTOSH BAGRODIA:**
SHRI HARISH RAWAT:

Will the Minister of PRIME MINISTER be pleased to state:

^tOriginal notice of the question was received in Hindi.